



## Are You Perceived As A Trusted Advisor?

Any business professional working in an advisory capacity is required to take on assignments where they have little to no direct control which may result in taking on work that:

- Is not geared to resolving the 'real' problem
- Does not include outcomes/expected results or shared expectations
- Is not aligned with the overall business priorities
- Requires time and effort that the professional does not have
- Lacks client involvement/accountability for resources, etc.

The Internal Consulting Skills workshop gives consultants the skills, tools, and process they need to support their transition to trusted advisor. Our Internal Consulting Skills Workshop employs participants' actual client scenarios; role plays and group discussions throughout. After this workshop, participants will understand how to increase their value to their clients and organization and have an array of excellent tools that they can immediately apply in their very next consulting engagement.

## The Learning Opportunity

Participants leave this course with:

- Facilitative tools and techniques for assessing your and the clients needs/capabilities
- Strategies for building rapport and client commitment
- Techniques for helping a client identify outcomes and expected results
- Skills in interviewing and negotiating the role
- Practice in defining the consulting assignment
- Awareness of the obstacles to completing the consulting assignment on time and strategies for handling common problems
- Clarity as to an effective consulting process

Facilitation First Inc.  
<http://www.facilitationfirst.com>  
To learn more call 1-888-465-9494 or  
email [info@facilitationfirst.com](mailto:info@facilitationfirst.com)



## Workshop Modules



### Step One: Connect

- Practice the Outcome Frame Questions

### Step Two: Identify Direction

- Understanding the Presenting Problem
- Establish Credibility Early by Using the Client Approved Agenda
- Go Deeper With High-Payback Proving Questions

### Step Three: Agree To The Work

- Clarify Your Role and Scope of Work
- Assess the Balance of Responsibilities
- Negotiate a Reasonable Assignment
- How to Say NO to your client
- Managing Resistance

### Step Four To Six: High Level Overview

- Offer The Client Multiple Options By Providing A Diverging Process To Look Beyond The Obvious
- Assist The Client In Converging On The Best Option Using An Impact Versus Effort Grid
- Ensure Complete Closure And Promote Improvement In Your Process By Conducting An Assignment Review

### Overcoming The Challenges Of Consulting

- Plan for Handling the Internal Consulting Challenges Relevant to Your Organization
- Leave With Some Personal Commitments for Applying the Learning

### Who Should Attend?

- HR Consultants/Partners
- Process/Business Improvement professionals
- Safety/Risk Advisory personnel
- Anyone who must provide advice to others in the organization



*Amazing facilitation and excellent tools to become a better HR Consultant*

Judy Gouveia, The Cooperators

*Two days flew by. Great session. I learned a lot, even after fifteen years!*

Nick Langshaw, SaskPower

### About Facilitation First

For over 25 years our mission has been to share our passion for the design and facilitation of highly collaborative meetings based on consensus driven, focused results. Facilitation First has grown to include many certified trainers and professional meeting facilitators across Canada.